

PAPCO  
Paratransit  
Program Plan  
Review  
Subcommittee

MEASURE B/BB

SPECIAL TRANSPORTATION  
FOR SENIORS AND  
PEOPLE WITH DISABILITIES



FY 2018 – 2019  
Submitted Program Plans



SOUTH COUNTY

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# Paratransit Program Plan Staff Summary

## Fiscal Year 2018-19

### Paratransit Program: Fremont Subcommittee: South County

- Services provided:
  - City-based Door-to-Door
  - Tri-City Taxi
  - TNC Pilot Project
  - Group Trips
  - Volunteer Driver programs
  - Tri-City Mobility Management and Travel Training
  - Meal Delivery
- 88% Measure B/BB; Remainder: CIP, fare revenue
- 59% reserves
- Cost per trip – no change greater than \$3
- Trends in trip provision – significant increase planned
- Elements requiring approval:
  - TNC Pilot Project – the City of Fremont is exploring ways to provide subsidized rides through a new TNC Pilot Project to eligible riders who have smartphones as well as those who don't. Individuals will be required to complete the standard Transportation Services Application that is currently in use for the paratransit and taxi services and all eligibility determinations as well as education about the program's use will be handled by City staff. Fares will be

structured in a similar manner to the current taxi program where there is a passenger share of cost and a maximum share of cost that the City covers, with any overage amount being the responsibility of the program participant. (Already approved by Alameda CTC staff.)

- The City will be making a change to the program's eligibility requirements. Beginning in FY 18-19, the age eligibility for the paratransit and taxi services as well as the new TNC Pilot Project will be 70 years of age and older instead of 80 years and older.
- The reduction in the age eligibility for service will increase the number of program participants. Additionally, the addition of the TNC pilot Project will bring additional consumers.
- Measure B reserves are currently above the required 40% of annual revenues, they are intending to use more funding for services as consumers' service demand increases and as they add new service components, like the TNC Pilot Project. Also the City's DLD funding will drop significantly when Measure B ends in 2022 and want to ensure that any expansion of services is sustainable given the reduced funding under Measure BB.

**Staff Recommendation:** Recommend program plan for full approval.

## FY 2018-19 Annual Paratransit Program Plan Application Due by March 23, 2018

CONTACT INFORMATION	
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**Date Submitted:** April 10, 2018

### TYPES OF SERVICES PROVIDED

- 1. What type of paratransit projects and programs will be funded, fully or partially, with Measures B and BB Direct Local Distribution (DLD, pass-through) and paratransit discretionary grant funds?** To answer this question, complete Attachment B (Table B tab of the Microsoft Excel workbook).

Below is a list of the types of services/programs that are eligible for Alameda CTC funding. For detailed information about these eligible services, including minimum service requirements and performance measures, refer to the Alameda CTC's Special Transportation for Seniors and People with Disabilities (Paratransit) Implementation Guidelines, revised November 2018 (provided with the application materials).

- **Management/Overhead:** Program oversight, planning, budgeting, participation in regional/countywide meetings. Include admin/labor even if it is paid by the City/transit agency for accurate reporting of full program expenses.
- **Customer Service/Outreach:** Activities associated with educating consumers about services that are available to them, answering questions from consumers and taking, tracking and responding to complaints and commendations. Include costs even if paid by the City/transit agency for accurate reporting of full program expenses.
- **ADA-mandated Paratransit:** Paratransit services provided by fixed-route transit operators to fulfill requirements under the American's with Disabilities Act (ADA).
- **City-based Door-to-Door Service:** Pre-scheduled, accessible, door-to-door service provided by city. Provides a similar level of service to ADA-mandated services; designed to fill gaps not met by ADA-mandated providers and/or relieve ADA-mandated providers of some trips.

- **Taxi Subsidy/Same-Day Transportation Program:** Provides a same day, curb-to-curb service intended for situations when consumers cannot make their trip on a pre-scheduled basis; allows eligible consumers to use taxis or Transportation Network Companies (TNCs) (at program discretion) at a reduced fare.
- **City-based Specialized Accessible Van Service:** Specialized van service provides accessible, door-to-door trips on a pre-scheduled or same-day basis. These services are generally implemented as a supplement to a taxi program that does not meet critical needs for particular trips in accessible vehicles in certain communities.
- **Accessible Fixed-Route Shuttle:** Generally accessible vehicles that operate on a fixed route and schedule to serve common trip origins and destinations, e.g. senior centers, medical facilities, grocery stores, BART stations, other transit stations, community centers, commercial districts, and post offices.
- **Group Trips Program:** Round-trip accessible van rides for pre-planned outings or to attend specific events or go to specific destinations for fixed amounts of time, e.g. shopping trips or religious services. Trips usually originate from a senior center or housing facility.
- **Door-through-Door/Volunteer Driver Program:** Pre-scheduled, door-through-door services that are generally not accessible; rely on volunteers to drive eligible consumers for critical trip needs, such as medical trips. May also have an escort component.
- **Mobility Management and/or Travel Training:** Covers a wide range of activities, such as travel training, trip planning, and brokerage. Does not include provision of trips. (This is considered "non-trip provision").
- **Scholarship/Subsidized Fare Program:** Program to subsidize any service for customers who are low-income and can demonstrate financial need.
- **Meal Delivery:** Program to fund meal delivery to the homes of individuals who are transportation disadvantaged. Currently, only existing operating programs can continue to use Measure B funds for these service costs. No new meal delivery services can be established.
- **Capital Expenditure:** Capital purchase or other capital expenditure.
- **Note on volunteer driver programs and mobility management/training:** If your program is using DLD funds, but not discretionary grant funds, you will be required to submit further information.

**A. Provide a short narrative description of your agency's FY 2018-19 program.**

*The following services are part of the City of Fremont base program and are funded through DLD funds:*

**Door-to-Door Transportation:**

Wheelchair accessible, shared ride transportation is provided to Fremont residents who are unable to access public transportation independently due to a disabling condition or to seniors 70 years of age and older. The service is available 7 days a week, from 8 am – 6 pm on weekdays and from 9 am – 3pm on weekends. Trip requests are accommodated based on vehicle availability and can be reserved up to 7 days in advance. The program serves all destinations within Fremont, Newark and Union City and provides riders with comprehensive transportation access for medical, shopping, errands, social/recreational, spiritual and educational needs. The vast majority of paratransit service hours are provided during the weekday, daytime hours when program participants have few alternative transportation resources (i.e. family and friends) available. Rides are \$2.50 per one-way trip within the service area (using a pre-paid ticket).

(Note: Door-to-Door Transportation Service is also provided to Newark residents under an agreement with the City of Newark. These services are funded with Newark's DLD funding.)

**Same Day Taxi Trips:**

Subsidized taxi rides are provided to help seniors and people with disabilities with same-day transportation needs in the local area. Fremont residents who are at least 80 years of age as well as those who are unable to use public transit because of a disability are eligible for the taxi service. Taxi vouchers cost \$4 each and subsidize up to \$16 of taxi meter fare. Only one voucher can be used per one-way trip. Program participants are responsible for paying any fare beyond the \$16 voucher subsidy and for tipping the driver. Voucher allotments will be set according to demand and program funding. Subsidized taxi service is available 24 hours a day, 7 days a week. The service is not wheelchair accessible at this time.

(Note: Same-day Taxi Service is also provided to Newark and Union City residents under an agreement with each city. These services are funded with Newark and Union City's DLD funding.)

**Group Trips:**

The purpose of the group trip program is to promote socialization and decrease isolation for seniors and people with disabilities. Wheelchair-accessible group trips are provided to housing complexes, skilled nursing facilities, social clubs, or other community organizations that serve persons with disabilities and/or seniors within Fremont. The program has a special emphasis on providing group transportation to individuals who are frail, homebound, linguistically isolated or unable to use public transportation for socialization, recreational and shopping activities. Transportation is available weekdays by arrangement. Destinations must be within a 25-mile radius of the Fremont City Hall.

**Meal Delivery:**

The Meals on Wheels Program provides nutritionally balanced meals for homebound seniors and persons with disabilities residing in Fremont. The various mobility and cognitive impairments of Meals on Wheels clients make it difficult to travel to congregate meal sites or to grocery shop and prepare meals. The program provides a critical life need by coordinating cost effective and efficient meal delivery services.

**TNC Pilot Project:**

The City will be exploring the implementation of a pilot project to provide consumers with subsidized rides through Transportation Network Companies ("TNC"; like Lyft and Uber). It is the City's hope that these subsidies can be provided to smartphone users who can directly request a ride through the ride hailing company's smartphone app as well as riders who can contact a call center that would request the TNC-provided ride if the individual lacks access to a smartphone.

**Management/Overhead and Customer Service/Outreach are also provided in support of the above service components.**

*The following services offer essential supplemental services for seniors and people with disabilities living in the Tri-City area (Fremont, Newark and Union City). These services are funded by an Alameda CTC discretionary grant with matching funds from the City of Fremont.*

**Mobility Management and Travel Training:**

The Tri-City Mobility Management and Travel Training Program provides individualized transportation assessment and planning assistance for seniors and people with disabilities residing in Fremont, Newark and Union City. Seniors and people with disabilities, their caregivers and service providers have a one-stop location/number where they can connect with a Mobility Specialist to receive information about services, get linked with particular programs, understand how to use the various services, and advocacy help for a particular transportation service need. The travel training component of this program provides group and individualized travel training instruction to seniors and people with disabilities. Through a 2012 partnership with BART, the City continues to distribute senior Clipper Cards to community members and provides extensive education on how to use Clipper on transit.

- B. Explain how the suite of services offered is targeted towards the seniors and people with disabilities in your community. Why have these services been selected to meet the trip needs of your consumers over other eligible service types? How do these services enhance their quality of life and help them meet basic life needs?**



The goal of the City of Fremont's transportation and mobility programs is to provide safe and reliable transportation for seniors and people with disabilities in order to:

- improved their access to health care, community services and activities, and other needs;
- decrease the experience of social isolation;
- prevent unnecessary institutionalization; and,
- improve the overall quality of life by enhancing consumer's abilities to remain living independently in their chosen communities.

In 2006, the City of Fremont completed an extensive 18-month long community needs assessment for the Tri-City community that was funded through the Robert Wood Johnson Foundation. This community needs assessment specifically called out increasing and sustaining mobility for seniors and people with disabilities as a goal within the action plan. The plan included specific objectives, including:

- Providing affordable and accessible door-to-door transportation (including same-day transportation)
- Teaching seniors and people with disabilities how to ride transit
- Ensuring that community members have ease of access to services that they need to meet daily life needs.

The City of Fremont has provided the continuum of transportation services and supports outlined in Question 1A for the past several years and these services have been successful at meeting the service gaps in our Tri-City community.

**C. List the most common trip destinations for seniors and people with disabilities in your community that your services are designed to serve, e.g. dialysis centers, hospitals, major shopping complexes, senior centers.**

The City's transportation program serves any destination within Fremont, Newark and Union City, including: Washington Hospital, Kaiser Permanente, Palo Alto Medical Clinic, doctor's offices, dialysis centers, physical therapy clinics, Fremont, Newark & Union City Senior Centers, Fremont Family Resource Center, BACS Adult Day Center, Fremont Adult School, skilled nursing facilities, California School for the Blind and Deaf, Friends of Children with Special Needs, Fremont Hub, Pacific Commons, Union Landing, NewPark Mall, Walmart, Costco, Lido Faire Shopping Center, grocery stores (large chain & ethnic markets), places of worship (i.e. churches, Hindu temple, Sikh gurdwara, mosques), pharmacies (i.e. Walgreens, CVS, Rite Aid), BART stations, Social Security Administration, libraries.

**2. Will your agency's program for FY 2018-19 conform to the Paratransit Program Implementation Guidelines, as required?** (FY 2018-19 Programs are *required* to conform to the Implementation Guidelines, revised November 2017)

Yes

No

**A. If “No”, explain below and contact Alameda CTC staff to discuss** (prior to March 30, 2018)**3. If proposing any service or program changes in FY 2018-19 from the current year, FY 2017-18, describe the changes and explain why they are proposed.** Describe how these changes will impact the ability of seniors and people with disabilities in your community to meet their basic life needs.

The only change the City will be making is to the program's eligibility requirements. Beginning in FY 18/19, the age eligibility for the paratransit and taxi services as well as the new TNC Pilot Project will be 70 years of age and older instead of 80 years and older.

**4. Looking ahead, beyond FY 2018-19, do you anticipate major service changes? Please briefly describe.** Describe major changes such as beginning or ending a type of service anticipated within the next five years.

No major service changes are anticipated. Given the increasing service demands and the increasing costs of providing transportation services, the City will continue to research and evaluate innovative methods for delivering high quality, cost-effective transportation services to seniors and people with disabilities.

**PROGRAM ELEMENTS REQUIRING ALAMEDA CTC STAFF REVIEW****5.** The November 2017 Paratransit Program Implementation Guidelines require Alameda CTC staff review of several program elements prior to implementation. The program elements requiring staff review are listed as items 5A – 5G below and for each item, further explanation is requested. **If your FY 2018-19 program plan includes any of the elements listed, in the box provided below, list the elements and the requested explanation for each.** Applicants must address any applicable paratransit projects and programs listed in Attachment B.

**A. Planned capital expenditure** (describe planned capital expenditures, such as purchase of vehicles or durable equipment)

**B. City-based Door-to-Door Service that includes trip limitations based on trip purpose** (describe the proposed trip limitations that are proposed)

- C. Taxi Subsidy/Same-Day Transportation Program that includes use of Transportation Network Companies (TNCs)** (describe the proposed service including screening and how subsidies will be provided)
- D. Taxi Subsidy/Same-Day Transportation Program that includes incentives to drivers and/or transportation providers** (describe the proposed incentives)
- E. Accessible Shuttle Service** (describe service plan and how city is coordinating with the local fixed route transit provider)
- F. New mobility management and/or travel training programs** (describe the well-defined set of activities)
- G. Low-income requirements for any scholarship and fare subsidy programs** (describe the proposed subsidy and the means that will be used to determine and verify eligibility)

As described in question 1A, the City is exploring ways to provide subsidized rides through a new TNC Pilot Project to eligible riders who have smartphones as well as those who don't. Individuals will be required to complete the standard Transportation Services Application that is currently in use for the paratransit and taxi services and all eligibility determinations as well as education about the program's use will be handled by City staff. Fares will be structured in a similar manner to the current taxi program where there is a passenger share of cost and a maximum share of cost that the City covers, with any overage amount being the responsibility of the program participant.

## DEVELOPMENT OF PROGRAM PLAN

- 6. How was consumer input sought in development of the program and selection of the services offered?** Describe all general outreach activities undertaken in connection with this plan, including consumer or public meetings; meetings with other agencies; presentations to boards, commissions, or committees. If possible provide dates for these activities. Note below if this plan was reviewed by a local paratransit advisory committee, including the name of the committee, and the date of the meeting.

Consumer input gathered using the following strategies:

- Program outreach activities (throughout the year) – At outreach meetings, feedback on service needs and transportation barriers was gathered directly from consumers and social service professionals.
- Paratransit Advisory Committee meetings - feedback on service needs and transportation barriers was gathered directly from consumers.
- Fremont Senior Commission - feedback on service needs and transportation barriers was gathered directly from commissioners.

Although the comprehensive needs assessment that the City conducted in 2006 provided key strategic directions for our transportation service programs, the City is in the process of conducting community outreach as part of a recently funded project to make Fremont a World Health Organization Age-Friendly City. Transportation is one of the dimensions included in the focus groups and community feedback sessions for this current needs assessment process and input generated will help shape the City's plan for its paratransit program in the future.

**7. Describe any outreach, surveys and/or analysis conducted to develop this plan and to determine the types of services the program offers.**

Development of plan included analysis of:

- Current program service data - number of trips performed, on-time performance, productivity, cost per trip, etc.
- Feedback from consumer (through outreach meetings) and service providers as well as input from the Paratransit Advisory Committee and the Fremont Senior Commission.
- Initial findings from the WHO Age Friendly Community outreach process.

**8. Describe how results from the community outreach, surveys and/or analysis described in Questions 6 and 7 were used to guide the development of the program plan.**

Feedback from program outreach shows a high degree of satisfaction with the current programs' parameters. Given the consumer feedback received and the success of the current programs, the City decided to continue offering its current suite of transportation and mobility management services.

Although the City was exploring how to integrate TNC-provided rides into our spectrum of services, the analysis of the transportation findings from the WHO Age Friendly Community needs assessment process showed a significant interest in these rides from our community members, especially from those who use smartphones.

**9. Describe any innovative, emerging technology or non-traditional elements integrated into the program plan.**

None at this time.

**10. Was this program plan approved by a governing body (or is it scheduled for action)?** *This is not required by the Alameda CTC. Jurisdictions should follow their established internal process.*

Yes

No

**A.** If "Yes", provide the name of the governing body and planned or actual approval date.

City Council action to maintain 100% of local distribution funds for the City-based paratransit program is scheduled for May 2017.

## OUTREACH

**11. How do community members and potential users learn about the Alameda CTC-funded services provided in your community?** Specify for each of the paratransit projects and programs listed in Attachment B.

Outreach presentations are regularly conducted with consumer groups, social service agencies, health care providers, senior centers, community and faith-based organizations, housing complexes for seniors and persons with disabilities, and caregivers groups. Additionally, the program publishes a newsletter and posts flyers at locations that seniors and people with disabilities frequent.

The program maintains collaborative partnerships with key service providers (i.e. Aging and Family Services case management team, Life ElderCare, Drivers for Survivors, Community Ambassadors Program for Seniors, Fremont Family Resource Center, Tri-City Elder Coalition, local medical facilities and housing complexes). These organizations disseminate service information to the larger community and provide a large number of referrals to our program.

The City of Fremont also coordinates with East Bay Paratransit extensively. Our staff meets with all interested EBP applicants who come into the Fremont satellite office for their certification appointments.

All of our current paratransit vehicles have signage about our program, which includes the phone number for paratransit as well as mobility management services that the City provides to the wider community.

## ELIGIBILITY AND ENROLLMENT

**12. What are your requirements for eligibility? (e.g., age, residency, income, ADA-certification status, or other verification of disability).**

**For Door-to-Door Service, Taxi Service or the new TNC Pilot Project:**

Fremont residents who are unable to use public transit because of a disability or who are 70 years or older are eligible for Door-to-Door Services.

An application must be submitted prior to accessing service.

Eligible individuals can apply for door-to-door services, taxi services or the TNC Pilot Project using the same application.

**Group Transportation:** Service is available to community organizations that serve persons with disabilities and/or seniors living in Fremont. Organizations must submit a group trip services application.

**In-Home Meal Delivery:** Service available to homebound seniors and people with disabilities living in Fremont. Clients contact Life Eldercare and complete an over the phone application.

**13. How do consumers enroll in your program? Include how long the enrollment process takes, and how soon newly enrolled applicants can use the services offered.**

**Door-to-Door Service, Taxi Service and the new TNC Pilot Project:**

Applications are reviewed to determine eligibility. Enrollment packets are sent out to consumers within 1-2 days of receipt of a completed application. Applications can be expedited within a few hours for consumers with critical medical/social service needs.

**Group Transportation:** Organizations submit an application form & schedules outings based on service/vehicle availability.

**In-Home Meal Delivery:** Clients contact Life Eldercare and complete an over the phone application. A comprehensive in-home assessment is completed within 2 weeks of the client's call and then meal delivery is started after the assessment. In cases of urgent need, meal delivery can start within 2-3 days of the client's call and the in-home assessment is completed within two weeks of the start of meal delivery.

**CUSTOMER SATISFACTION**

- 14. Describe your complaint and commendation process.** Describe your process from beginning to end, including instructions you provide to customers for filing program suggestions, complaints or commendations, your documentation procedures and your follow up.

The Riders' Guide for the Paratransit Program and the Taxi Voucher Program that are provided to each enrolled participant details the procedures for submitting complaints, commendations or suggestions. Customers can provide feedback to City of Fremont staff in writing or by telephone. Complaints and commendations are documented by City staff. Service compliments are relayed to named parties. All complaints are investigated by program staff and a response is typically provided to the consumer within 7 days of receipt of the complaint.

- A. Describe any common or recurring service complaints, commendations and/or suggestions your program has received.** Specify for each of the paratransit projects and programs listed in Attachment B. *(Complaints are defined as phone calls, letters, or emails received for the specific purpose of making a complaint.)*

Program participants greatly appreciate the Taxi Voucher Program because it is a same-day service and the response time for a ride is very fast - taxis typically arrive within 15-20 minutes of the rider's call. Riders report that taxi drivers are very courteous and helpful.

The most common feedback we receive on our door-to-door service is that riders typically have to schedule rides with more than 3 days' notice. Our paratransit service vehicles get booked up quickly with rides once the 7 day reservation window opens.

- B. Describe any changes you have made to your program as a result of these customer complaints, commendations and suggestions.**

Our strategies to remedy participants' ability to access door-to-door paratransit rides include: referral to and enrollment with the Taxi Voucher Program when appropriate, limiting standing order paratransit service requests and increasing the number of paratransit service vehicles.

We try to schedule rides effectively on each of our paratransit routes. If we see a sustained increase in demand (especially during the busier months of the year) we will add service routes to accommodate these needs. Additionally, we maintain the flexibility to restrict standing orders to medical appointments and review standing orders on a case-by-case basis to ensure that subscription trips do not seriously impact other riders from accessing needed transportation.

### EXPECTED DEMAND/USE OF SERVICES

- 15. How many people are/have been/will be registered in the program during the following time periods? Fill in the boxes below.**

<b>Registrants at beginning of FY 2016-17</b>	1,966
<b>Registrants at end of FY 2016-17</b>	2,464
<b>Current Registrants for FY 2017-18</b>	2,801
<b>Projected Registrants for FY 2018-19</b>	3,200

- A. Based on the registration projection provided, explain why you expect your program registration to increase, decrease or stay the same compared to the current year.**

Increase. The reduction in the age eligibility for service will increase the number of program participants. Additionally, the addition of the TNC pilot Project will bring additional consumers in our program.

- 16. Do you expect the total number of one-way trips provided by your program to increase, decrease or stay the same compared to the current year, FY 2017-18? Why?**

Increase. The anticipated increase in the number of program participants will increase the total number of one-way trips provided.

- 17. Do the ridership numbers reported in Attachments A and B include companions and/or attendants?**

Yes  
 No

- A.** If "Yes", and if known, what percent of total ridership are companions/attendants? *(If providing an estimate, please clearly indicate it as such.)*

Approximately 20% of our ridership on the door-to-door accessible van service includes attendants/companions. We do not have a reliable way to track the number of attendant/companion trips on our taxi program. Therefore, we may be significantly underreporting the total number of trips provided through this program, especially as more ambulatory passengers switch from our advance reservation door-to-door service to the convenience of same day transportation.

- 18. Please provide data on lift/ramp trips provided, if available.** If lift/ramp trips were provided in more than one service, please specify for each.

<b>Number of trips provided to a consumer using a mobility device in FY 2016-17</b>	3,450 (only tracked for DTD service)
<b>Number of trips provided to a consumer using a mobility device in FY 2017-18</b>	2,928 (projected; only tracked for DTD service)
<b>Number of trips provided to a consumer using a mobility device in FY 2018-19</b>	3,000 (projected; only tracked for DTD service)

#### VEHICLE FLEET

- 19. Provide details regarding your vehicle fleet.** To answer this question, complete Attachment D (Table D tab of the Excel workbook).

#### SAFETY INCIDENTS

- 20. Describe any safety incidents recorded by your program in FY 2016-17, or to date in FY 2017-18.** Specify for each of the paratransit projects and programs listed in Attachment B. *(Report incidents resulting in any of the following: a fatality other than a suicide; injuries requiring immediate medical attention away from the scene for two or more persons; property damage equal to or exceeding \$7,500; an evacuation due to life safety reasons; or a collision at a grade crossing.)*

There have been no reported safety incidents in FY 2016-17 or FY 2017-18.



## FINANCES: PROGRAM REVENUE AND COST

**21. Detail your FY 2018-19 program's total estimated revenue (all fund sources) and total cost by completing Attachment C (Table C tab of the Excel workbook).** For program components funded all or in part with a Measure B/BB discretionary grant, segregate the grant funding by entering it in the "Other Measure B/BB" column.

**22. Describe below the "Management/Overhead" and "Customer Service and Outreach" costs included in Attachment C and how these cost allocations were determined?** (These two categories are defined under Question 1). *The amount spent on Customer Service/Outreach and Management/Overhead is to be included as part of the total program cost, even if it is not funded with Alameda CTC funding. This includes city/agency staff time paid for by a city's general fund.*

### A. Management/Overhead Costs

Covers:

- Portion of staff salary/benefit costs: based on percentage of time spent on program oversight, planning, budgeting, etc.
- Overhead allocation for services received from Finance, Human Resources, and Legal departments. (Designated percentage for overhead allocation is approved in the City's OMB A-87 cost allocation plan).

### B. Customer Service and Outreach Costs

Covers:

- Portion of staff salary/benefit costs based on percentage of time spent on the following types of customer service and outreach activities: providing paratransit program information in-person or over the phone to individual clients, caregivers/support persons and service providers, assisting clients/caregivers with applications, eligibility determinations, sending out enrollment packets and additional correspondence for riders that facilitate their ongoing use of the service, providing follow-up counseling and education to riders, caregivers and service providers, problem solving difficult transportation scenarios, assistance with trip planning and scheduling, and handling customer complaints and commendations.
- Direct program costs: printing, supplies, computers/IT support, travel, etc.

### PROGRAM FUNDING RESERVES

**23. If your paratransit program is anticipated to have a remaining balance of Measure B/BB DLD funding at the end of FY 2018-19, as shown in Attachment C, please explain. How do you plan to expend these funds and when?**

The City's Measure B/BB Direct Local Distribution fund balance will be maintained as an operations reserve for subsequent fiscal years. The City is trying to be prudent in its expenditure of B/BB DLD funding to ensure that our consumers get the necessary transportation services they need. Although our Measure B reserves are currently above the required 40% of annual revenues, we are intending to use more funding for services as consumers' service demand increases and as we add new service components, like our TNC Pilot Project. We are also mindful that the City's DLD funding will drop significantly when Measure B ends in 2022 and want to ensure that any expansion of services is sustainable given the reduced funding under Measure BB. The City will adhere to the timely use of funds protocols set forth by Alameda CTC regarding fund balances.

### MISCELLANEOUS

**24. Use this space to provide any additional notes or clarifications about your program plan.**

**Alameda CTC FY 2018-19 Annual Paratransit Program Plan Application (July 1, 2018 - June 30, 2019)**  
**Attachment A: Summary of Past Program Service, Performance and Costs (FY 2016-17)**

Service/Program Type and Name		Performance FY 2016-17		Total FY 2016-17 Program Costs Expended by Fund Source (Measure B, Measure BB and all other funds expended during FY 2016-17)										Notes	
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J	Column K	Column L	Column M	Column N	Column O	Column P
Eligible Service/Program Type <i>Drop-down Menu</i>	Service/Program/Project Name	Quantity Provided FY 2016-17 Provide total number of one-way trips or units	On-Time Performance FY 2016-17 Percent of passenger trips arrived within designated window (indicate if data is unavailable or non-applicable)	Amount of RESERVE Measure B Paratransit DLD funds	Amount of FY 2016-17 Measure B Paratransit DLD funds	Amount of RESERVE Measure BB Paratransit DLD funds	Amount of FY 2016-17 Measure BB Paratransit DLD funds	Amount of OTHER Measure B/BB funds	What was the source of these OTHER Measure B/BB funds? (e.g. MB Gap Grant, MB LSR, etc.)	Fare Revenue received from service	Fare Revenue expended on service	Amount of all non-Alameda CTC funds (not including fares)	What was the source of these non-Alameda CTC funds? (e.g. City general fund, federal, state, etc.)	Total Funds expended (all sources) <i>Automatically calculated</i>	Miscellaneous Notes (If necessary, provide any notes/clarification about trip/program)
City-based Door-to-Door	Fremont Paratransit Program	17,249	96%		\$ 246,254		\$ 284,055			\$ 30,958				\$ 530,309	
Group Trips	Fremont Paratransit Program	3,690	unavailable		\$ 44,602									\$ 44,602	
Customer Service and Outreach	Fremont Paratransit Program		n/a		\$ 139,412		\$ 210							\$ 139,622	
Management/Overhead	Fremont Paratransit Program		n/a		\$ 193,653		\$ 44,510							\$ 238,163	
Meal Delivery (existing program)	Meals on Wheels	59,359	n/a		\$ 72,705									\$ 72,705	
Taxi Subsidy/Same-Day Transp.	Tri-City Taxi Voucher Program	12,152	unavailable				\$ 52,071	\$ 160,425	MB Gap	\$ 40,012				\$ 212,496	
														\$ -	
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					\$ -	\$ 696,626	\$ -	\$ 380,846	\$ 160,425		\$ 70,970	\$ -	\$ -	\$ 1,237,897	

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**Alameda CTC FY 2018-19 Annual Paratransit Program Plan Application (July 1, 2018 - June 30, 2019)**  
**Attachment C: Program Revenue, Cost and Fund Sources**

<b>Total FY 2018-19 Program Revenue</b> (Measure B, Measure BB and all other funds available for FY 2018-19)	
Estimated <b>Measure B</b> Paratransit DLD ending balance at the end of THIS fiscal year, FY 2017-18 (June 30, 2018)	\$610,000
Projected FY 2018-19 <b>Measure B</b> DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$893,244
Estimated <b>Measure BB</b> Paratransit DLD ending balance at the end of THIS fiscal year, FY 2017-18 (as of June 30, 2018)	\$480,000
Projected FY 2018-19 <b>Measure BB</b> DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$558,781
<b>Total FY 2018-19 Measure B and BB Paratransit DLD Revenue</b> (Automatically calculated)	<b>\$2,542,025</b>
Total FY 2018-19 Other Revenue (All other revenue sources, non-DLD, including Gap grant)	\$ 229,000
<b>Total FY 2018-19 Program Revenue</b> (Measure B, Measure BB and all other sources available for FY 2018-19) (Automatically calculated)	<b>\$2,771,025</b>

<b>Total FY 2018-19 Program Costs by Fund Source</b> (Measure B, Measure BB and all other funds planned to be expended during FY 2018-19)												<b>Total Cost</b>
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J	Column K	Column L	Column M
Service/Program Name	Quantity Planned for FY 2018-19	Amount of RESERVE Measure B Paratransit DLD funds	Amount of FY 2018-19 Measure B Paratransit DLD funds	Amount of RESERVE Measure BB Paratransit DLD funds	Amount of FY 2018-19 Measure BB Paratransit DLD funds	Amount of OTHER Measure B/BB funds	What is the source of these OTHER Measure B/BB funds? (e.g. MB Gap Grant, LSR, MB LSR, etc.)	Fare Revenue expected from service	Fare Revenue to be expended on service	Amount of all Non-Alameda CTC funds (not including fares)	What is the source of these non-Alameda CTC funds? (e.g. city funds, federal, state, etc.)	Total Cost (all sources) <i>Automatically calculated</i>
Automatically populated from prior sheet (column B)	Automatically populated from prior sheet (column Q)											
Fremont Paratransit - DTD Rides	20,500		\$ 358,000		\$ 305,000			\$ 35,000				\$ 663,000
Fremont Paratransit - GRP Trips	4,000		\$ 16,699		\$ 45,000							\$ 61,699
Fremont Paratransit - Taxi	13,150			\$ 41,219	\$ 208,781			\$ 45,000				\$ 250,000
Fremont Paratransit - CS&O	0		\$ 224,745									\$ 224,745
Fremont Paratransit - M/O	0	\$ 126,165	\$ 99,914	\$ 68,440								\$ 294,519
Meals on Wheels	50,000		\$ 74,886									\$ 74,886
Fremont Paratransit - TNC Pilot	3,000		\$ 100,000									\$ 100,000
Tri-City Mobility Management & Travel Training Program	1,950		\$ 19,000			\$ 149,000	MB Gap					\$ 168,000
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
<b>Totals</b>	<b>92,600</b>	<b>\$ 126,165</b>	<b>\$ 893,244</b>	<b>\$ 109,659</b>	<b>\$ 558,781</b>	<b>\$ 149,000</b>		<b>\$ 80,000</b>	<b>\$ -</b>	<b>\$ -</b>		<b>\$ 1,836,849</b>

Budget check (total revenue less total cost): \$934,176

PARATRANSIT DLD RESERVE BALANCES	Measure B	Measure BB	Total MB/BB
Estimated Reserve Balance, June 30, 2019:	\$483,835	\$370,341	\$854,176
<b>Reserve balance as percent of FY 2018-19 Revenue*</b>	<b>54%</b>	<b>66%</b>	<b>59%</b>

\*Alameda CTC's Timely Use of Funds policy looks at entire jurisdiction's fund balance.

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## Paratransit Program Plan Staff Summary Fiscal Year 2018-19

### Paratransit Program: Newark Subcommittee: South County

- Services provided:
  - City-based Door-to-Door
  - Tri-City Taxi
  - Volunteer Driver programs
  - Meal Delivery
- 100% Measure B/BB
- 56% reserves
- Cost per trip – showing significant increase in door-to-door from \$34.23 to \$50.00
- Trends in trip provision – modest increase planned overall
- Elements requiring approval:
  - None
- Will be working with the Cities of Fremont and Union City to explore the viability, logistics, and benefits of possibly piloting a Transportation Network Company (TNC) service

**Staff Recommendation:** Recommend conditional approval for program plan pending further information on planned increase in door-to-door cost per trip.

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## FY 2018-19 Annual Paratransit Program Plan Application Due by March 23, 2018

CONTACT INFORMATION	
Agency:	City of Newark
Contact Name:	David Zehnder
Title:	Recreation and Community Services Director
Phone Number:	(510) 578-4405
E-mail Address:	David.zehnder@newark.org

**Date Submitted: March 30, 2018**

### TYPES OF SERVICES PROVIDED

- 1. What type of paratransit projects and programs will be funded, fully or partially, with Measures B and BB Direct Local Distribution (DLD, pass-through) and paratransit discretionary grant funds?** To answer this question, complete Attachment B (Table B tab of the Microsoft Excel workbook).

Below is a list of the types of services/programs that are eligible for Alameda CTC funding. For detailed information about these eligible services, including minimum service requirements and performance measures, refer to the Alameda CTC's Special Transportation for Seniors and People with Disabilities (Paratransit) Implementation Guidelines, revised November 2018 (provided with the application materials).

- **Management/Overhead:** Program oversight, planning, budgeting, participation in regional/countywide meetings. Include admin/labor even if it is paid by the City/transit agency for accurate reporting of full program expenses.
- **Customer Service/Outreach:** Activities associated with educating consumers about services that are available to them, answering questions from consumers and taking, tracking and responding to complaints and commendations. Include costs even if paid by the City/transit agency for accurate reporting of full program expenses.
- **ADA-mandated Paratransit:** Paratransit services provided by fixed-route transit operators to fulfill requirements under the American's with Disabilities Act (ADA).
- **City-based Door-to-Door Service:** Pre-scheduled, accessible, door-to-door service provided by city. Provides a similar level of service to ADA-mandated services; designed to fill gaps not met by ADA-mandated providers and/or relieve ADA-mandated providers of some trips.

- **Taxi Subsidy/Same-Day Transportation Program:** Provides a same day, curb-to-curb service intended for situations when consumers cannot make their trip on a pre-scheduled basis; allows eligible consumers to use taxis or Transportation Network Companies (TNCs) (at program discretion) at a reduced fare.
- **City-based Specialized Accessible Van Service:** Specialized van service provides accessible, door-to-door trips on a pre-scheduled or same-day basis. These services are generally implemented as a supplement to a taxi program that does not meet critical needs for particular trips in accessible vehicles in certain communities.
- **Accessible Fixed-Route Shuttle:** Generally accessible vehicles that operate on a fixed route and schedule to serve common trip origins and destinations, e.g. senior centers, medical facilities, grocery stores, BART stations, other transit stations, community centers, commercial districts, and post offices.
- **Group Trips Program:** Round-trip accessible van rides for pre-planned outings or to attend specific events or go to specific destinations for fixed amounts of time, e.g. shopping trips or religious services. Trips usually originate from a senior center or housing facility.
- **Door-through-Door/Volunteer Driver Program:** Pre-scheduled, door-through-door services that are generally not accessible; rely on volunteers to drive eligible consumers for critical trip needs, such as medical trips. May also have an escort component.
- **Mobility Management and/or Travel Training:** Covers a wide range of activities, such as travel training, trip planning, and brokerage. Does not include provision of trips. (This is considered "non-trip provision").
- **Scholarship/Subsidized Fare Program:** Program to subsidize any service for customers who are low-income and can demonstrate financial need.
- **Meal Delivery:** Program to fund meal delivery to the homes of individuals who are transportation disadvantaged. Currently, only existing operating programs can continue to use Measure B funds for these service costs. No new meal delivery services can be established.
- **Capital Expenditure:** Capital purchase or other capital expenditure.
- **Note on volunteer driver programs and mobility management/training:** If your program is using DLD funds, but not discretionary grant funds, you will be required to submit further information.

**A. Provide a short narrative description of your agency's FY 2018-19 program.**

The following services are part of Newark's base services provided through an agreement with the City of Fremont and funded through DLD funds:

**Door-to-Door Transportation:**

Wheelchair accessible, share ride transportation is provided to Newark residents ages 18 years and older who are unable to access public transportation independently due to a disabling condition and to seniors ages 70 years of age and older. Services are available 7 days a week from 8:00 am – 6 pm weekdays and 9:00 am – 3:00 pm weekends. Trip requests can be made up to 7 days in advance. The program serves all destinations within the Tri-Cities which include Newark, Fremont and Union City. The service provides transportation to access medical, shopping, social/recreational, spiritual and educational needs. Most rides are provided during weekdays when other transportation options from family or friends is limited.

**Same Day Taxi Trips:**

Administered through an agreement with the City of Fremont, subsidized taxi rides are provided for registered paratransit riders to assist with same-day transportation needs. Taxi vouchers can be purchased for \$4 each which will subsidize up to \$16 of taxi meter fare. Only one voucher can be used per one-way trip. For Newark registered riders only, there is no limit to the amount of taxi vouchers that may be purchased on a monthly basis. Vouchers may be used 24 hours per day, 7 days a week. At this time, the service is not wheelchair accessible.

**Meals on Wheels:**

Through an agreement with Life Elder Care, Newark contributes \$7,000 of DLD funds towards the delivery of hot, nutritious meals to homebound seniors and the disabled. This program also provides well-checks of clients.

**B. Explain how the suite of services offered is targeted towards the seniors and people with disabilities in your community. Why have these services been selected to meet the trip needs of your consumers over other eligible service types? How do these services enhance their quality of life and help them meet basic life needs?**

The on-going goal of the City of Newark's senior and disabled transportation program is to ensure that reliable, safe and friendly services are available to help increase access to health care appointments, shopping needs, connections with others through social, spiritual and recreational programs. These services are better suited and more readily available than fixed route services. These door-to-door services provide riders with the comfort and convenience that is crucial to their overall well-being.

**C. List the most common trip destinations for seniors and people with disabilities in your community that your services are designed to serve, e.g. dialysis centers, hospitals, major shopping complexes, senior centers.**

Our door-to-door transportation serves any destination within Newark, Fremont and Union City. Most medical appointments occur in Fremont due to the location of many medical facilities including Kaiser Permanente, Palo Alto Medical and Washington Hospital. Medical appointments include visits to dialysis centers, physical therapy clinics, doctor's offices and other medical clinics. Other destinations include visits to the Newark and Fremont Senior Centers, grocery stores, NewPark Mall, Costco, Lido Faire Shopping Center, places of worship, BART, libraries and the Fremont Resource Center.

**2. Will your agency's program for FY 2018-19 conform to the Paratransit Program Implementation Guidelines, as required?** (FY 2018-19 Programs are *required* to conform to the Implementation Guidelines, revised November 2017)

Yes

No

**A. If "No", explain below and contact Alameda CTC staff to discuss** (prior to March 30, 2018)

**3. If proposing any service or program changes in FY 2018-19 from the current year, FY 2017-18, describe the changes and explain why they are proposed.** Describe how these changes will impact the ability of seniors and people with disabilities in your community to meet their basic life needs.

We are not proposing any new program changes for FY 2018-19.

**4. Looking ahead, beyond FY 2018-19, do you anticipate major service changes? Please briefly describe.** Describe major changes such as beginning or ending a type of service anticipated within the next five years.



We will be working with the Cities of Fremont and Union City to explore opportunities to possibly pilot a service with a Transportation Network Company such as Lyft or Uber. We will continue to research and evaluate our services to ensure we are meeting the needs of the senior and disabled populations.

#### PROGRAM ELEMENTS REQUIRING ALAMEDA CTC STAFF REVIEW

5. The November 2017 Paratransit Program Implementation Guidelines require Alameda CTC staff review of several program elements prior to implementation. The program elements requiring staff review are listed as items 5A – 5G below and for each item, further explanation is requested. **If your FY 2018-19 program plan includes any of the elements listed, in the box provided below, list the elements and the requested explanation for each.** Applicants must address any applicable paratransit projects and programs listed in Attachment B.
- A. Planned capital expenditure** (describe planned capital expenditures, such as purchase of vehicles or durable equipment)
  - B. City-based Door-to-Door Service that includes trip limitations based on trip purpose** (describe the proposed trip limitations that are proposed)
  - C. Taxi Subsidy/Same-Day Transportation Program that includes use of Transportation Network Companies (TNCs)** (describe the proposed service including screening and how subsidies will be provided)
  - D. Taxi Subsidy/Same-Day Transportation Program that includes incentives to drivers and/or transportation providers** (describe the proposed incentives)
  - E. Accessible Shuttle Service** (describe service plan and how city is coordinating with the local fixed route transit provider)
  - F. New mobility management and/or travel training programs** (describe the well-defined set of activities)
  - G. Low-income requirements for any scholarship and fare subsidy programs** (describe the proposed subsidy and the means that will be used to determine and verify eligibility)

No new programs or services are planned for this next fiscal year. As stated above, we will be working with the Cities of Fremont and Union City to explore the viability, logistics and benefits of possibly piloting a Transportation Network Company service.

#### DEVELOPMENT OF PROGRAM PLAN

6. **How was consumer input sought in development of the program and selection of the services offered?** Describe all general outreach activities undertaken in

connection with this plan, including consumer or public meetings; meetings with other agencies; presentations to boards, commissions, or committees. If possible provide dates for these activities. Note below if this plan was reviewed by a local paratransit advisory committee, including the name of the committee, and the date of the meeting.

General outreach activities undertaken include:

- Program outreach during annual Senior Health Faire, held October 3, 2017
- Paratransit Advisory Committee meetings held quarterly – received feedback on services from committee members
- Newark Senior Advisory Committee meetings held first Thursday of each month – received feedback on services from committee members

City staff has been participating in the Fremont Age-Friendly City process, gathering valuable insight into the future needs and improved access of senior transportation needs.

**7. Describe any outreach, surveys and/or analysis conducted to develop this plan and to determine the types of services the program offers.**

Based on the current demands for service and success of our partnership with the City of Fremont, we have decided to continue to offer our current programs to meet the transportation needs of our seniors and disabled population.

**8. Describe how results from the community outreach, surveys and/or analysis described in Questions 6 and 7 were used to guide the development of the program plan.**

City staff uses current program service data to determine on-going services and program offerings. Staff takes into consideration number of trips provided, cost per trip, and on-time performance percentages. Newark and Fremont staff meet on a regular basis to discuss program development as well as to solve any operational issues.

**9. Describe any innovative, emerging technology or non-traditional elements integrated into the program plan.**

None at this time.

**10. Was this program plan approved by a governing body (or is it scheduled for action)?** *This is not required by the Alameda CTC. Jurisdictions should follow their established internal process.*

Yes

No

**A.** If "Yes", provide the name of the governing body and planned or actual approval date.

Newark City Council – approval planned for April, 2018

**OUTREACH****11. How do community members and potential users learn about the Alameda CTC-funded services provided in your community?** Specify for each of the paratransit projects and programs listed in Attachment B.

Community members and potential users are informed of ACTC funded services through City publications including the Recreation and Community Services Activities Guide published four times per year, the City of Newark Newsletter published 3 times per year, informational flyers posted at libraries, City Hall, Silliman Activity and Family Aquatic Center, Newark Senior Center, Newark Community Center, Newark Chamber of Commerce and Satellite Senior Housing. We maintain collaborative partnerships with Life Elder Care, TCEC, Drivers for Survivors and local medical facilities and senior serving housing complexes.

Under our partnership with the City of Fremont, all paratransit vehicles have signage about our program, which includes a contact phone number for services.

## ELIGIBILITY AND ENROLLMENT

### 12. What are your requirements for eligibility? (e.g., age, residency, income, ADA-certification status, or other verification of disability).

**Door-to-door services:** Newark residents ages 18 years and older who are unable to use public transit because of a disability or who are 70 years or older are eligible. An approved application is needed prior to the start of services.

**Taxi Voucher program:** Newark residents ages 18 years and older who are unable to use public transit because of a disability or who are 70 years or older are eligible for this service. An approved application is needed prior to the start of services.

**In-Home Meal Delivery:** Service is available to homebound seniors and people with disabilities who otherwise could not shop for their nutritional needs. Service is provided by Life Eldercare. Clients contact Life Eldercare for enrollment.

### 13. How do consumers enroll in your program? Include how long the enrollment process takes, and how soon newly enrolled applicants can use the services offered.

**Door-to-door service and taxi service:** Applications are reviewed as accepted to determine eligibility. Enrollment packages are sent out within 1-2 days of receipt of a completed application. For customers with urgent medical and social needs, applications can be expedited on a case-by-case basis.

**In-Home Meal Delivery:** Clients contact Life Eldercare and complete an over-the-phone application. A comprehensive in-home assessment is completed within 2 weeks of client's initial call. Meal delivery starts immediately following a successful assessment. In case of urgent need, meal delivery can start within 2-3 days of a client's call and in-home assessment.

## CUSTOMER SATISFACTION

- 14. Describe your complaint and commendation process.** Describe your process from beginning to end, including instructions you provide to customers for filing program suggestions, complaints or commendations, your documentation procedures and your follow up.

The Rider Guides which are provided for each enrolled paratransit and taxi voucher program participant detail the procedures for submitting complaints, compliments and suggestions. Customers can provide feedback to City of Newark staff in writing or by phone/email. Complaints and commendations are documented by City staff. All complaints are investigated by staff with a response provided within 7 days of receipt of the complaint.

- A. Describe any common or recurring service complaints, commendations and/or suggestions your program has received.** Specify for each of the paratransit projects and programs listed in Attachment B. (*Complaints are defined as phone calls, letters, or emails received for the specific purpose of making a complaint.*)

The most common feedback we receive from door-to-door riders is that most rides must be scheduled with at least a 3 day advance notice. Popular ride times, typically occurring during the morning and mid-day time slots, fill quickly.

- B. Describe any changes you have made to your program as a result of these customer complaints, commendations and suggestions.**

We work closely with City of Fremont staff to ensure rides are schedule efficiently and to maximize rider availability, especially during high-demand times. Standing order rides are reviewed to ensure subscription rides do not impact other rider's ability to access services.

**EXPECTED DEMAND/USE OF SERVICES**

**15. How many people are/have been/will be registered in the program during the following time periods? Fill in the boxes below.**

<b>Registrants at beginning of FY 2016-17</b>	336
<b>Registrants at end of FY 2016-17</b>	384
<b>Current Registrants for FY 2017-18</b>	419
<b>Projected Registrants for FY 2018-19</b>	460

**A. Based on the registration projection provided, explain why you expect your program registration to increase, decrease or stay the same compared to the current year.**

We expect program registration to remain the same.

**16. Do you expect the total number of one-way trips provided by your program to increase, decrease or stay the same compared to the current year, FY 2017-18? Why?**

We expect the total number of trips in FY 2018-2019 to increase given the increase in population as well as the increased traffic challenges in the Bay Area. We hope that with the increase in taxi voucher use, Fremont will be able to provide more wheelchair accessible rides, if needed, for Newark riders.

**17. Do the ridership numbers reported in Attachments A and B include companions and/or attendants?**

Yes

No

**A.** If "Yes", and if known, what percent of total ridership are companions/attendants? *(If providing an estimate, please clearly indicate it as such.)*

According to reports received through the City of Fremont, approximately 21% of Newark ridership via the door-to-door wheelchair accessible bus service includes attendants/companions.

**18. Please provide data on lift/ramp trips provided, if available.** If lift/ramp trips were provided in more than one service, please specify for each.

<b>Number of trips provided to a consumer using a mobility device in FY 2016-17</b>	515 (only tracked for DTD service)
<b>Number of trips provided to a consumer using a mobility device in FY 2017-18</b>	750 (projected; only tracked for DTD service)
<b>Number of trips provided to a consumer using a mobility device in FY 2018-19</b>	750 (projected; only tracked for DTD service)

## VEHICLE FLEET

**19. Provide details regarding your vehicle fleet.** To answer this question, complete Attachment D (Table D tab of the Excel workbook).

## SAFETY INCIDENTS

**20. Describe any safety incidents recorded by your program in FY 2016-17, or to date in FY 2017-18.** Specify for each of the paratransit projects and programs listed in Attachment B. *(Report incidents resulting in any of the following: a fatality other than a suicide; injuries requiring immediate medical attention away from the scene for two or more persons; property damage equal to or exceeding \$7,500; an evacuation due to life safety reasons; or a collision at a grade crossing.)*

There have been no reported safety incidents for FY 2017-2018.

## FINANCES: PROGRAM REVENUE AND COST

**21. Detail your FY 2018-19 program's total estimated revenue (all fund sources) and total cost by completing Attachment C (Table C tab of the Excel workbook).** For program components funded all or in part with a Measure B/BB discretionary grant, segregate the grant funding by entering it in the "Other Measure B/BB" column.

**22. Describe below the "Management/Overhead" and "Customer Service and Outreach" costs included in Attachment C and how these cost allocations were determined?** (These two categories are defined under Question 1). *The amount spent on Customer Service/Outreach and Management/Overhead is to be*

*included as part of the total program cost, even if it is not funded with Alameda CTC funding. This includes city/agency staff time paid for by a city's general fund.*

**A. Management/Overhead Costs**

City of Newark does not allocate any general fund expenditures towards staff time.

**B. Customer Service and Outreach Costs**

City of Newark does not allocate any general fund expenditures towards customer service or outreach costs.

**PROGRAM FUNDING RESERVES**

**23. If your paratransit program is anticipated to have a remaining balance of Measure B/BB DLD funding at the end of FY 2018-19, as shown in Attachment C, please explain. How do you plan to expend these funds and when?**

Remaining balance of Measure B/BB funds will be designated as operational reserves. Funds will be used should demand for service exceed budgeted expenditures.



**MISCELLANEOUS**

**24. Use this space to provide any additional notes or clarifications about your program plan.**

Section 15, current registration for FY 17/18 and projected registration for FY 18/19 left blank. Information to be provided as soon as City of Fremont is available to provide.

Section 18, number of trips provided to a consumer using a mobility device in FY 2017-18 and number of trips provided to a consumer using a mobility device in FY 2018-19 left blank. Information to be provided as soon as City of Fremont is available to provide.

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**Alameda CTC FY 2018-19 Annual Paratransit Program Plan Application (July 1, 2018 - June 30, 2019)**  
**Attachment C: Program Revenue, Cost and Fund Sources**

<b>Total FY 2018-19 Program Revenue</b> (Measure B, Measure BB and all other funds available for FY 2018-19)	
Estimated <b>Measure B</b> Paratransit DLD ending balance at the end of THIS fiscal year, FY 2017-18 (June 30, 2018)	\$96,000
Projected FY 2018-19 <b>Measure B</b> DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$192,205
Estimated <b>Measure BB</b> Paratransit DLD ending balance at the end of THIS fiscal year, FY 2017-18 (as of June 30, 2018)	\$12,000
Projected FY 2018-19 <b>Measure BB</b> DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$120,237
<b>Total FY 2018-19 Measure B and BB Paratransit DLD Revenue</b> (Automatically calculated)	<b>\$420,442</b>
Total FY 2018-19 Other Revenue (All other revenue sources, non-DLD, including Gap grant)	\$0
<b>Total FY 2018-19 Program Revenue</b> (Measure B, Measure BB and all other sources available for FY 2018-19) (Automatically calculated)	<b>\$420,442</b>

<b>Total FY 2018-19 Program Costs by Fund Source</b> (Measure B, Measure BB and all other funds planned to be expended during FY 2018-19)												<b>Total Cost</b>
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J	Column K	Column L	Column M
Service/Program Name	Quantity Planned for FY 2018-19	Amount of RESERVE Measure B Paratransit DLD funds	Amount of FY 2018-19 Measure B Paratransit DLD funds	Amount of RESERVE Measure BB Paratransit DLD funds	Amount of FY 2018-19 Measure BB Paratransit DLD funds	Amount of OTHER Measure B/BB funds	What is the source of these OTHER Measure B/BB funds? (e.g. MB Gap Grant, LSR, MB LSR, etc.)	Fare Revenue expected from service	Fare Revenue to be expended on service	Amount of all Non-Alameda CTC funds (not including fares)	What is the source of these non-Alameda CTC funds? (e.g. city funds, federal, state, etc.)	Total Cost (all sources) <i>Automatically calculated</i>
Fremont/Newark Paratransit	4,000	\$ -	\$ 100,000	\$ -	\$ 100,000	\$ -						\$ 200,000
Fremont/Newark Taxi Voucher Program	3,000		\$ 20,000		\$ 20,000							\$ 40,000
Meals on Wheels	15,500		\$ 3,500		\$ 3,500							\$ 7,000
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
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<b>Totals</b>	<b>22,500</b>	<b>\$ -</b>	<b>\$ 123,500</b>	<b>\$ -</b>	<b>\$ 123,500</b>	<b>\$ -</b>		<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>		<b>\$ 247,000</b>

Budget check (total revenue less total cost): \$173,442

PARATRANSIT DLD RESERVE BALANCES	Measure B	Measure BB	Total MB/BB
Estimated Reserve Balance, June 30, 2019:	\$164,705	\$8,737	\$173,442
<b>Reserve balance as percent of FY 2018-19 Revenue*</b>	<b>86%</b>	<b>7%</b>	<b>56%</b>

\*Alameda CTC's Timely Use of Funds policy looks at entire jurisdiction's fund balance.

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## Paratransit Program Plan Staff Summary Fiscal Year 2018-19

### Paratransit Program: Union City Subcommittee: South County

- Services provided:
  - ADA-mandated paratransit
  - Tri-City Taxi
  - Volunteer Driver programs
- 51% Measure B/BB; Remainder: TDA, STA, and fare revenue
- 0% reserves
- Cost per trip – showing slight decrease in ADA trips from \$46.15 to \$43.18
- Trends in trip provision – modest increase planned overall
- Elements requiring approval:
  - Taxi incentives – The incentives include reimbursement of \$16.00 per taxi voucher redeemed and a \$3.00 administrative fee paid to the taxi company. (Already approved by Alameda CTC staff.)
- Contributing DLD funds to Tri-City Taxi program

**Staff Recommendation:** Recommend program plan for full approval. (Staff has requested minor application corrections.)

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## FY 2018-19 Annual Paratransit Program Plan Application Due by March 23, 2018

CONTACT INFORMATION	
Agency:	City of Union City
Contact Name:	Wilson Lee
Title:	Project Specialist
Phone Number:	510.675.5409
E-mail Address:	wilsonl@unioncity.org

Date Submitted: March 15, 2018

### TYPES OF SERVICES PROVIDED

- 1. What type of paratransit projects and programs will be funded, fully or partially, with Measures B and BB Direct Local Distribution (DLD, pass-through) and paratransit discretionary grant funds?** To answer this question, complete Attachment B (Table B tab of the Microsoft Excel workbook).

Below is a list of the types of services/programs that are eligible for Alameda CTC funding. For detailed information about these eligible services, including minimum service requirements and performance measures, refer to the Alameda CTC's Special Transportation for Seniors and People with Disabilities (Paratransit) Implementation Guidelines, revised November 2018 (provided with the application materials).

- **Management/Overhead:** Program oversight, planning, budgeting, participation in regional/countywide meetings. Include admin/labor even if it is paid by the City/transit agency for accurate reporting of full program expenses.
- **Customer Service/Outreach:** Activities associated with educating consumers about services that are available to them, answering questions from consumers and taking, tracking and responding to complaints and commendations. Include costs even if paid by the City/transit agency for accurate reporting of full program expenses.
- **ADA-mandated Paratransit:** Paratransit services provided by fixed-route transit operators to fulfill requirements under the American's with Disabilities Act (ADA).
- **City-based Door-to-Door Service:** Pre-scheduled, accessible, door-to-door service provided by city. Provides a similar level of service to ADA-mandated services; designed to fill gaps not met by ADA-mandated providers and/or relieve ADA-mandated providers of some trips.

- **Taxi Subsidy/Same-Day Transportation Program:** Provides a same day, curb-to-curb service intended for situations when consumers cannot make their trip on a pre-scheduled basis; allows eligible consumers to use taxis or Transportation Network Companies (TNCs) (at program discretion) at a reduced fare.
- **City-based Specialized Accessible Van Service:** Specialized van service provides accessible, door-to-door trips on a pre-scheduled or same-day basis. These services are generally implemented as a supplement to a taxi program that does not meet critical needs for particular trips in accessible vehicles in certain communities.
- **Accessible Fixed-Route Shuttle:** Generally accessible vehicles that operate on a fixed route and schedule to serve common trip origins and destinations, e.g. senior centers, medical facilities, grocery stores, BART stations, other transit stations, community centers, commercial districts, and post offices.
- **Group Trips Program:** Round-trip accessible van rides for pre-planned outings or to attend specific events or go to specific destinations for fixed amounts of time, e.g. shopping trips or religious services. Trips usually originate from a senior center or housing facility.
- **Door-through-Door/Volunteer Driver Program:** Pre-scheduled, door-through-door services that are generally not accessible; rely on volunteers to drive eligible consumers for critical trip needs, such as medical trips. May also have an escort component.
- **Mobility Management and/or Travel Training:** Covers a wide range of activities, such as travel training, trip planning, and brokerage. Does not include provision of trips. (This is considered "non-trip provision").
- **Scholarship/Subsidized Fare Program:** Program to subsidize any service for customers who are low-income and can demonstrate financial need.
- **Meal Delivery:** Program to fund meal delivery to the homes of individuals who are transportation disadvantaged. Currently, only existing operating programs can continue to use Measure B funds for these service costs. No new meal delivery services can be established.
- **Capital Expenditure:** Capital purchase or other capital expenditure.
- **Note on volunteer driver programs and mobility management/training:** If your program is using DLD funds, but not discretionary grant funds, you will be required to submit further information.

**A. Provide a short narrative description of your agency's FY 2018-19 program.**

**Union City Paratransit** is a service of Union City Transit and the City of Union City. Union City Paratransit provides services required under the Americans with Disabilities Act (ADA). Services are partially funded by the Measures B & BB sales tax of Alameda County. Union City Paratransit offers ADA service within the city limits of Union City. Union City Paratransit also offers an additional service known as Paratransit Plus. Paratransit Plus offers limited service to southern Hayward, and northern Fremont and Newark. The service is offered on CNG (compressed natural gas) paratransit vans and a CNG paratransit sedan. Riders must be certified before using Union City Paratransit. Once certified, riders are eligible to use any other ADA Paratransit program in the Bay Area through a shared eligibility database.

**Same Day Taxi Trips:**

Union City will continue to use DLD funds to support the Tri-City Taxi Voucher program for eligible Union City residents. The program is administered by the City of Fremont on behalf of the Tri-Cities.

Subsidized taxi rides are provided to help seniors and people with disabilities with same-day transportation needs in the local area. Union City residents who are at least 80 years of age as well as those ADA eligible are eligible for the taxi service. Taxi vouchers cost \$4 each and subsidize up to \$16 of taxi meter fare. Only one voucher can be used per one-way trip. Program participants are responsible for paying any fare beyond the \$16 voucher subsidy and for tipping the driver. A maximum of 20 taxi vouchers may be purchased per month. Voucher allotments are subject to change based on program funding. Subsidized taxi service is available 24 hours a day, 7 days a week. The service is not wheelchair accessible at this time.

**B. Explain how the suite of services offered is targeted towards the seniors and people with disabilities in your community. Why have these services been selected to meet the trip needs of your consumers over other eligible service types? How do these services enhance their quality of life and help them meet basic life needs?**

Union City Paratransit is provided because it is mandated by the ADA. The service is provided under strict guidelines and in essence provides service to those who cannot use our fixed-route transit service, Union City Transit.

Union City Paratransit provides equal access to all riders with the same operating hours, service area, etc. as our bus service without trip priority.

The Tri-City Taxi Voucher program provides same-day service to eligible Union City residents. This is a vital non-ADA service because traditional paratransit is an advanced reservation service that generally cannot meet same day needs.

**C. List the most common trip destinations for seniors and people with disabilities in your community that your services are designed to serve, e.g. dialysis centers, hospitals, major shopping complexes, senior centers.**

Major destinations include dialysis centers, adult day care facilities (regional centers), medical offices and local shopping centers. Since Union City Paratransit is an ADA program, there are no trip priorities when scheduling reservations. The non-ADA Tri-City taxi-voucher program does not trip prioritize either.

**2. Will your agency's program for FY 2018-19 conform to the Paratransit Program Implementation Guidelines, as required?** (FY 2018-19 Programs are *required* to conform to the Implementation Guidelines, revised November 2017)

Yes

No

**A. If "No", explain below and contact Alameda CTC staff to discuss** (prior to March 30, 2018)

**3. If proposing any service or program changes in FY 2018-19 from the current year, FY 2017-18, describe the changes and explain why they are proposed.** Describe how these changes will impact the ability of seniors and people with disabilities in your community to meet their basic life needs.

No service changes.

**4. Looking ahead, beyond FY 2018-19, do you anticipate major service changes? Please briefly describe.** Describe major changes such as beginning or ending a type of service anticipated within the next five years.



No service changes anticipated.

#### PROGRAM ELEMENTS REQUIRING ALAMEDA CTC STAFF REVIEW

5. The November 2017 Paratransit Program Implementation Guidelines require Alameda CTC staff review of several program elements prior to implementation. The program elements requiring staff review are listed as items 5A – 5G below and for each item, further explanation is requested. **If your FY 2018-19 program plan includes any of the elements listed, in the box provided below, list the elements and the requested explanation for each.** Applicants must address any applicable paratransit projects and programs listed in Attachment B.
- A. Planned capital expenditure** (describe planned capital expenditures, such as purchase of vehicles or durable equipment)
  - B. City-based Door-to-Door Service that includes trip limitations based on trip purpose** (describe the proposed trip limitations that are proposed)
  - C. Taxi Subsidy/Same-Day Transportation Program that includes use of Transportation Network Companies (TNCs)** (describe the proposed service including screening and how subsidies will be provided)
  - D. Taxi Subsidy/Same-Day Transportation Program that includes incentives to drivers and/or transportation providers** (describe the proposed incentives)
  - E. Accessible Shuttle Service** (describe service plan and how city is coordinating with the local fixed route transit provider)
  - F. New mobility management and/or travel training programs** (describe the well-defined set of activities)
  - G. Low-income requirements for any scholarship and fare subsidy programs** (describe the proposed subsidy and the means that will be used to determine and verify eligibility)

Taxi program incentives that were approved under Alameda CTC's discretionary grant funding (with the City of Fremont Administering the program) will continue with the adoption of the taxi service into the Union City's base program using DLD funds in 2017-2018. The incentives include reimbursement of \$16 per taxi voucher redeemed and a \$3 administrative fee paid to the taxi company. The \$16 voucher reimbursement provides an incentive for taxi drivers to provide rides for short distance trips. Included as part of the driver incentives was an approved additional \$8 reimbursement for drivers of wheelchair accessible taxis who provided rides to individuals using wheelchairs or scooters. This latter incentive has not been activated as there are currently no wheelchair accessible taxis permitted to operate in the local area.

## DEVELOPMENT OF PROGRAM PLAN

- 6. How was consumer input sought in development of the program and selection of the services offered?** Describe all general outreach activities undertaken in connection with this plan, including consumer or public meetings; meetings with other agencies; presentations to boards, commissions, or committees. If possible provide dates for these activities. Note below if this plan was reviewed by a local paratransit advisory committee, including the name of the committee, and the date of the meeting.

Union City prepares periodic Short Range Transportation Plans which are adopted by our City Council. The Plans respond to public outreach for both Paratransit and Fixed-Route users as well as input from our periodic Joint Accessibility Advisory Committee meetings with the Cities of Fremont and Newark; last meeting was January 25, 2017. Next meeting is scheduled for April 2018.

The non-ADA component of Union City Paratransit, known as Paratransit Plus, was developed in 2003. Stakeholders were interviewed and focus group meetings were held; the service is a direct result of those meetings.

- 7. Describe any outreach, surveys and/or analysis conducted to develop this plan and to determine the types of services the program offers.**

Union City Paratransit is an ADA mandated program so our service is primarily guided by the ADA. Meetings with our Advisory Committee, general public comment, periodic Short Range Transportation Plans, other service plans help us develop non-ADA components of our service.

- 8. Describe how results from the community outreach, surveys and/or analysis described in Questions 6 and 7 were used to guide the development of the program plan.**

Because Union City Paratransit is an ADA program, the program was designed around ADA requirements. This includes eligibility, service hours, reservation guidelines, fares, vehicle accessibility, cancellation and no-show policies, and the prohibition of trip priorities.

The Tri-City Taxi Voucher has been in existence for many years and there was a desire from existing consumers to continue to maintain same-day service.

**9. Describe any innovative, emerging technology or non-traditional elements integrated into the program plan.**

None Planned.

**10. Was this program plan approved by a governing body (or is it scheduled for action)?** *This is not required by the Alameda CTC. Jurisdictions should follow their established internal process.*

Yes

No

**A.** If "Yes", provide the name of the governing body and planned or actual approval date.

**OUTREACH**

**11. How do community members and potential users learn about the Alameda CTC-funded services provided in your community?** Specify for each of the paratransit projects and programs listed in Attachment B.

UC Paratransit conducts presentations at Union City area senior housing facilities to explain the program and the benefits of using the available services for transport throughout Union City, as well as some parts of the neighboring cities of Newark, Fremont, and Hayward. UC Paratransit also takes part in local area fairs and festivals, by having an information booth available with literature and staff available for questions. Our City and Transit websites also have detailed information about our services. Many of our riders also learn about our services through social service agencies.

## ELIGIBILITY AND ENROLLMENT

### **12. What are your requirements for eligibility? (e.g., age, residency, income, ADA-certification status, or other verification of disability).**

Applicants enroll in our paratransit service through an ADA certification process. They must show that they have a disability that will prevent them from using fixed-route transit services.

The Tri-City taxi voucher program is available to all Union City Paratransit eligible riders and residents 80 years or older.

### **13. How do consumers enroll in your program? Include how long the enrollment process takes, and how soon newly enrolled applicants can use the services offered.**

Union City Paratransit uses the MTC regional ADA paratransit application. Although the application review process can take up to 21 days (per ADA guidelines), most applications are reviewed within 7 days. Once enrolled in our program, riders are entered into a regional eligibility database making them immediately eligible to ride any other ADA paratransit service in the Bay Area. Registered riders must re-certify every three years.

## CUSTOMER SATISFACTION

- 14. Describe your complaint and commendation process.** Describe your process from beginning to end, including instructions you provide to customers for filing program suggestions, complaints or commendations, your documentation procedures and your follow up.

Complaints/Commendations are received by UC Transit/Paratransit and are either forwarded to the Contractor, or handled by UC Transit/Paratransit staff for resolution. Customers are replied to either in writing, telephone or e-mail. All valid comments/complaints/compliments are reported in our Monthly Management Reports.

Complaints/Commendations for the Tri-City Taxi Voucher program are forwarded to the City of Fremont and are reported back through period reports.

- A. Describe any common or recurring service complaints, commendations and/or suggestions your program has received.** Specify for each of the paratransit projects and programs listed in Attachment B. (*Complaints are defined as phone calls, letters, or emails received for the specific purpose of making a complaint.*)

The most common complaint we receive is that we do not guarantee non-ADA service (service into neighboring Cities) as easily as our ADA service. Because we are an ADA program, all intra-Union City trips (which are our ADA trips) will take priority over non-ADA trips. Another common complaint is that a rider cannot get a ride reservation at the exact time they request it; we are required to offer a trip +/- 1 hour from the requested time.

- B. Describe any changes you have made to your program as a result of these customer complaints, commendations and suggestions.**

We have not made any significant changes to our program as a result of these complaints. We encourage our riders to use East Bay Paratransit for their trips into neighboring Cities because it is an ADA trip on East Bay Paratransit and thus, service cannot be denied. However many of our riders still prefer to use our service for these inter-City trips because they feel it is a much more reliable and comfortable service.

**EXPECTED DEMAND/USE OF SERVICES**

**15. How many people are/have been/will be registered in the program during the following time periods? Fill in the boxes below.**

<b>Registrants at beginning of FY 2016-17</b>	1,062
<b>Registrants at end of FY 2016-17</b>	1,125
<b>Current Registrants for FY 2017-18</b>	1,117
<b>Projected Registrants for FY 2018-19</b>	1,100

**A. Based on the registration projection provided, explain why you expect your program registration to increase, decrease or stay the same compared to the current year.**

Because we have a long standing ADA program, our client database has remained very consistent. We have riders that move into and out of our service area. We do not anticipate the population pool to change significantly. New residents become ADA eligible while some will later become ineligible after the re-certification process.

**16. Do you expect the total number of one-way trips provided by your program to increase, decrease or stay the same compared to the current year, FY 2017-18? Why?**

Stay about the same for our paratransit service. We are not increasing service per se and do not expect any significant changes in service demand.

**17. Do the ridership numbers reported in Attachments A and B include companions and/or attendants?**

Yes

No

**A.** If "Yes", and if known, what percent of total ridership are companions/attendants? *(If providing an estimate, please clearly indicate it as such.)*

9.4% of the FY16-17 ridership are companions or attendants

**18. Please provide data on lift/ramp trips provided, if available.** If lift/ramp trips were provided in more than one service, please specify for each.

<b>Number of trips provided to a consumer using a mobility device in FY 2016-17</b>	7,123
<b>Number of trips provided to a consumer using a mobility device in FY 2017-18</b>	7,300
<b>Number of trips provided to a consumer using a mobility device in FY 2018-19</b>	7,300

#### VEHICLE FLEET

**19. Provide details regarding your vehicle fleet.** To answer this question, complete Attachment D (Table D tab of the Excel workbook).

#### SAFETY INCIDENTS

**20. Describe any safety incidents recorded by your program in FY 2016-17, or to date in FY 2017-18.** Specify for each of the paratransit projects and programs listed in Attachment B. *(Report incidents resulting in any of the following: a fatality other than a suicide; injuries requiring immediate medical attention away from the scene for two or more persons; property damage equal to or exceeding \$7,500; an evacuation due to life safety reasons; or a collision at a grade crossing.)*

No safety incident reported that meet these thresholds.

#### FINANCES: PROGRAM REVENUE AND COST

**21. Detail your FY 2018-19 program's total estimated revenue (all fund sources) and total cost by completing Attachment C (Table C tab of the Excel workbook).** For program components funded all or in part with a Measure B/BB discretionary grant, segregate the grant funding by entering it in the "Other Measure B/BB" column.

**22. Describe below the "Management/Overhead" and "Customer Service and Outreach" costs included in Attachment C and how these cost allocations were determined?** (These two categories are defined under Question 1). *The amount spent on Customer Service/Outreach and Management/Overhead is to be included as part of the total program cost, even if it is not funded with Alameda*

*CTC funding. This includes city/agency staff time paid for by a city's general fund.*

**A. Management/Overhead Costs**

Management and Overhead includes Program oversight, planning, budgeting, participation in regional/countywide meetings, etc. Estimated that about \$50,000 is spent on Management/Overhead.

**B. Customer Service and Outreach Costs**

Activities associated with educating consumers about services that are available, answering questions from consumers and taking, tracking and responding to complaints and commendations, and providing eligibility services. Estimated that about \$50,000 is spent on Customer Service and Outreach.

**PROGRAM FUNDING RESERVES**

**23. If your paratransit program is anticipated to have a remaining balance of Measure B/BB DLD funding at the end of FY 2018-19, as shown in Attachment C, please explain. How do you plan to expend these funds and when?**

No remaining balance anticipated.



**MISCELLANEOUS**

**24. Use this space to provide any additional notes or clarifications about your program plan.**

On question 18, this is the number of times the lift/ramp was used. This does not directly correlate to whether or not the passenger used a mobility device. Any passengers, with or without a mobility device, may request the use of the lift/ramp.

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**Alameda CTC FY 2018-19 Annual Paratransit Program Plan Application (July 1, 2018 - June 30, 2019)**  
**Attachment C: Program Revenue, Cost and Fund Sources**

<b>Total FY 2018-19 Program Revenue</b> (Measure B, Measure BB and all other funds available for FY 2018-19)	
Estimated <b>Measure B</b> Paratransit DLD ending balance at the end of THIS fiscal year, FY 2017-18 (June 30, 2018)	
Projected FY 2018-19 <b>Measure B</b> DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$335,820
Estimated <b>Measure BB</b> Paratransit DLD ending balance at the end of THIS fiscal year, FY 2017-18 (as of June 30, 2018)	
Projected FY 2018-19 <b>Measure BB</b> DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$210,077
<b>Total FY 2018-19 Measure B and BB Paratransit DLD Revenue</b> (Automatically calculated)	<b>\$545,897</b>
Total FY 2018-19 Other Revenue (All other revenue sources, non-DLD, including Gap grant)	\$ 519,247
<b>Total FY 2018-19 Program Revenue</b> (Measure B, Measure BB and all other sources available for FY 2018-19) (Automatically calculated)	<b>\$1,065,144</b>

<b>Total FY 2018-19 Program Costs by Fund Source</b> (Measure B, Measure BB and all other funds planned to be expended during FY 2018-19)												<b>Total Cost</b>
Service/Program Name	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J	Column K	Column L	Column M
Service/Program/Project Name <i>Automatically populated from prior sheet (column B)</i>	Quantity Planned for FY 2018-19 <i>Automatically populated from prior sheet (column Q)</i>	Amount of RESERVE Measure B Paratransit DLD funds	Amount of FY 2018-19 Measure B Paratransit DLD funds	Amount of RESERVE Measure BB Paratransit DLD funds	Amount of FY 2018-19 Measure BB Paratransit DLD funds	Amount of OTHER Measure B/BB funds	What is the source of these OTHER Measure B/BB funds? (e.g. MB Gap Grant, LSR, MB LSR, etc.)	Fare Revenue expected from service	Fare Revenue to be expended on service	Amount of all Non-Alameda CTC funds (not including fares)	What is the source of these non-Alameda CTC funds? (e.g. city funds, federal, state, etc.)	Total Cost (all sources) <i>Automatically calculated</i>
Union City Paratransit	22,000		\$ 285,820		\$ 210,077			\$ 56,000	\$ 56,000	\$ 454,127	TDA and STA	\$ 1,006,024
Tri-City Taxi Voucher Program	2,280		\$ 50,000					\$ 9,120	\$ 9,120			\$ 59,120
0	0											\$ -
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<b>Totals</b>	<b>24,280</b>	<b>\$ -</b>	<b>\$ 335,820</b>	<b>\$ -</b>	<b>\$ 210,077</b>	<b>\$ -</b>		<b>\$ 65,120</b>	<b>\$ 65,120</b>	<b>\$ 454,127</b>		<b>\$ 1,065,144</b>

Budget check (total revenue less total cost): \$0

PARATRANSIT DLD RESERVE BALANCES	Measure B	Measure BB	Total MB/BB
Estimated Reserve Balance, June 30, 2019:	\$0	\$0	\$0
<b>Reserve balance as percent of FY 2018-19 Revenue*</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>

\*Alameda CTC's Timely Use of Funds policy looks at entire jurisdiction's fund balance.

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